

# COUNTY NEWS



PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

June 2004

## Employees' Generosity Keeps CECO Going

### Donations Up Slightly This Year For Combined CECO/United Way Campaign



This year's CECO/United Way campaign is now completed, and the numbers look good – overall, County employees increased their giving slightly, in the face of budget concerns that could have put a damper on contributions.

"People are continuing to give. They're continuing to respond to the needs of the community," said Phyllis House-Cepeda of HHSA, CECO president.

Annual giving rose by 1.5 percent, to \$368,775. When added to one-time contributions, County employees showed their generosity with more than \$371,000 to help the neediest in our community. About two-thirds of the total is given to CECO, with roughly one-third of donations earmarked for United Way programs.

And that wasn't all – when the firestorms struck the County last fall, CECO members rallied to help current and former employees whose homes were destroyed or damaged. A total of \$30,000 was raised.

Now that the annual campaign is over (except for the Sheriff's Department, whose campaign began in May), the allocations committee shifts into gear.

"Allocations is the heart and soul of CECO," said Colleen Carr of Ag, Weights and Measures, who is chairing the allocations committee for the second year.

The committee is comprised of CECO volunteers who evaluate applications for funding submitted by nonprofit groups. The requests always exceed the available funds, which is the "heartache" of the allocations process, said Carr.

"You see so many worthy agencies and so many worthy requests. You just can't cover them all, so you have to make those hard calls," said Carr.

(continued on page 3)

## Software Puts Info at Department's Fingertips General Service Installs Web-Based Program for Facilities Management

An upgrade to the facilities management software that General Services has used since 1999 will soon make it easier for all departments to track projects, maintenance requests, utility usage and more.

The program is called FacilityCenter. Beginning July 1, all County departments will be able to access it over the Internet. General Services is currently training its own staff and representatives from County departments on how to use the new system.

General Services' "customers" are other County departments, from the Sheriff and Probation to Animal Services and HHSA. General Service maintains County buildings and facilities, oversees construction and remodeling projects and keeps the County's vehicle fleet up and running, among other duties.

According to department officials, the FacilityCenter software will allow departments to have direct access to a wide range of information, from the status of a maintenance request to their department's energy usage.

"Basically, we're opening our books to our customers so they can see how we're doing," said General Services Director John McTighe.

The software will also allow departments to generate a variety of different reports, with information that is currently updated, without having to make a request for the information from General Services.

McTighe said the upgraded FacilityCenter software will help General Services achieve its three primary goals: delivering projects and services on time and within budget; communicating clearly and often; and being accountable to its customers.

Project manager Tom Fincher said the upgraded FacilityCenter will provide both a new look and significantly improved capacity for both General Services and its customers.

"It's a significant leap for customers," Fincher said.

(continued on page 3)

## Steppin' Out



Monica Miller of HHSA models an outfit during a fashion show at the 2004 Annual Administrative Professionals' Luncheon "Spring Into Style" last month at the Admiral Kidd Club. This year's event was hosted by the Finance and General Government Group. The 350 people in attendance heard an inspiring address by Admiral Ronne Froman, CEO of the San Diego/Imperial Counties Chapter of the American Red Cross. The guests were also treated to some great singing by CAO Walt Ekard, and the fashion show, which featured 10 very brave administrative professionals.

## NewsBriefs

### Hit the Trail, Jack!

In celebration of National Trails Day on Saturday, June 5, County Parks and Recreation is joining forces with San Diego City Parks and Recreation to offer a free and festive event for trail enthusiasts. Hiking, biking and equestrian trail groups will gather at Los Peñasquitos Canyon Preserve. June 5 activities will include organized hikes and rides, trail maintenance and building demonstrations, a rock climbing wall, live animal programs, children's activities, search and rescue demonstrations, food vendors, and many outdoor exhibitors. For more information about National Trails Day in County Parks, please visit [www.sdparks.org](http://www.sdparks.org) and click on "News and Events".

### Heritage Month Means Special Programs

Come celebrate San Diego's rich heritage by visiting County historic parks during the month of June. Special programs will be offered at many County historic parks, including Heritage Park, Rancho Guajome Adobe, Wilderness Gardens, Los Peñasquitos Ranch House, and the Whaley House. Programs include docent-led tours of historic adobes, ranger-led hikes to historic mills and lush gardens; and tours of a Victorian Village. All activities are family-oriented and are either free or low-cost. For more information and scheduled program times, please visit [www.sdparks.org](http://www.sdparks.org) and click on "Monthly Special: June."

### Fighting World Hunger

HHSA Training & Development staff made a group contribution towards purchasing animals through the International Heifer Project. T&D staff purchased a goat for one family and a "Spring Basket" (a combination of Spring animals, i.e. bunnies, chicks, etc) for another needy family through the project. The International Heifer Project helps people obtain a sustainable source of food and income and the goal is to end world hunger and care for the earth. Families that receive gifts from the program agree to share the offspring of gift animals with others in need, making them equal partners with Heifer in the fight to end world hunger. For more information about the Heifer Project, log on to their Web site at: <http://www.heifer.org/>

More Newsbriefs on Page 9 of the online edition  
of County News



## In *Walt*'s Words

### Facing Our Challenges Head-On

By now, all of you know about the state's budget crisis and how it affects local governments, especially counties.

The grim reality is that within several weeks, our workforce here at the County will be smaller. This is something the Board of Supervisors and I have tried to avoid at all costs. But because of funding cuts handed to us by our "friends" in Sacramento, we simply have no choice.

We will weather this crisis and continue serving the residents of San Diego County, although we will do this with sadness. As we move forward, there are a few things I want you to know.

I have said all along that because of our discipline, our planning process, and our commitment to a structurally balanced budget, we will be able to cope with this situation as well or better than most local governments. I believe that is true. But I want to point out a few distinctions among various forms of local government that do have a bearing on this matter.

Simply put, all local governments are not the same. There are big differences between counties and cities. Counties are officially an arm of the state. They don't have the spending flexibility that cities have, and they - we - don't have the broad authority to generate revenue that cities enjoy. Therefore, whenever the state faces a fiscal crisis, Sacramento looks to us, the counties, for money. We are the hardest hit and we're the last ones to have our resources restored.

That's why fiscal discipline is so important to us. Being structurally balanced means we use ongoing revenue for ongoing expenses, and one-time revenue for one-time expenses. This is the only way we can avoid the problems plague the state.

Have no doubt, these decisions are painful. But it must be done if we are to remain fiscally and operationally strong.

Finally, we will do whatever we can to assist those whose jobs are at risk because of this unprecedented fiscal mess at the state level. We will continue to work hard to place employees in other jobs, both internally and externally if necessary. To date, we have placed over 150 at risk employees in other County jobs. We will treat all impacted employees with respect and help them identify new opportunities.

This won't be easy for any of us. But there's too much at stake to consider anything but a strong, stable County government today and in the future.

Walt Ekard  
Chief Administrative Officer

## The Supervisor's View



By Supervisor  
Ron Roberts

Part of an ongoing series by the  
Board of Supervisors.

### County's Pension Fund is Strong and Healthy

It's hard to pick up a newspaper these days without noticing the extensive amount of coverage being given to the health of government pension systems both here in San Diego and across the nation.

"Turmoil looms in City's pension fund crisis," read one recent headline in the *San Diego Union-Tribune*. You might also have read about the status of San Diego County's pension system.

Because much of the information about the County's system has been somewhat confusing, I wanted to take a moment to clarify a few things.

First and foremost, the County's pension fund – the fund from which you will some day draw a retirement check – is in sound financial shape. The Board of Supervisors has taken a number of steps over the past several years to ensure that your retirement dollars will be kept safe and secure.

As a matter of policy, the Board of Supervisors has fully funded the retirement system each year per the recommendation of the fund's actuary. The actuary is an outside financial expert who makes a determination as to how much the County should contribute to the fund each year.

In addition, the Board of Supervisors has issued Pension Obligation Bonds on occasion to make certain that the system remains properly funded.

As a member of the Board of Supervisors – and like you, as a future County retiree – I want you to know that my colleagues and I are committed to making sure that the County's retirement system remains strong and healthy.

As always, I'd appreciate any feedback you might have.

Sincerely,

Ron Roberts

ron-roberts@sdcounty.ca.gov

## Verba•tim

Letters from satisfied customers served by County employees.

**Juanito Mina (Assessor-Recorder-Clerk)** was thanked for helping a customer with issues regarding parcel changes.

"I would like to express my gratitude and appreciation of his time and effort to completely explain and answer all of my questions and concerns. He was helpful, thorough, and polite throughout our entire conversation."

**Gloria Velasquez (HHSA)** was thanked by a client for excellent customer service.

"She took the time to listen to me, although it was not her job to. Ms. Velasquez took time to explain to me and help me take care of it."

**Eliot Alazraki (County Counsel)** received kudos for assisting a couple with issues related to illegal grading.

"I wanted to take the opportunity to let you know that it was an immense pleasure to work with Eliot and that I consider him to be one of the most outstanding people I have met in my entire life."

More Verbatim on Page 8 of the online version of County News.

### Employees' Generosity

(continued from page 1)

This year, the deadline for applications is June 10. The committee normally receives about 100 applications. The next step is for the committee to evaluate the applications and make its recommendations. The list is then posted for the entire CECO membership, so that members can comment and make their own suggestions. Those comments are incorporated into the final list, which is used to disburse the funds at CECO's annual banquet in October.

The committee looks at a number of factors, such as the type of services offered and the location of the organization, in an effort to spread the funds out across the County and serve many different sectors of the community.

The group also keeps CECO's core philosophy in mind, which is providing funds for durable goods, such as furnishings or equipment, rather than ongoing expenses such as salaries.

"Those things that would otherwise fall through the cracks," Carr said.

Committee members also research the requests, visiting the agencies to observe first-hand the work they do. For example, last year, CECO members attended a dinner for homeless people put on by a group that requested CECO funding. If a group has been awarded funding in the past, CECO will ask to see receipts to make sure the money was spent as the group represented.

The allocations committee can still use additional members, and anyone interested can contact Carr at (858) 694-2768, or [colleen.carr@sdcounty.ca.gov](mailto:colleen.carr@sdcounty.ca.gov).

### Web-Based Program

(continued from page 1)

Among the information stored in the program's database will be an inventory of County land and buildings; information on County leases; building maintenance records, including 300,000-plus work orders; information on construction and remodeling projects; and utility usage data.

The system also works together with other County software programs, such

as PeopleSoft, to increase efficiency and reduce the potential for errors.

General Services will be in good company with its new software – FacilityCenter is also being used by General Electric Co., McDonald's, the Smithsonian Institution and other large organizations.

"We can be very proud," said McTighe. "We've going to be using what we believe is the best there is in facility management software."

## HHSA Employee Sings Praises of Volunteer Job

### San Diego Opera Stage is His Home Away From Home

When Bob Borntrager leaves his County office at the end of the day from January through May, he might assume the role of a priest, waiter, executioner or lackey. His activities after dark are a far cry from his work as compliance officer and assistant deputy director with the Health and Human Services Agency.

For the past 22 years, Borntrager has volunteered as a "super" with the San Diego Opera. The position is much like a movie extra; it refers to folks who are onstage, but do not sing. On top of his role-playing, for the past six years Borntrager has also been the opera's "super captain," which means he recruits, trains and manages the cast of supers on any given show.

"It's a change from what I do in the real world," said Borntrager. "It's like going into a different world."

Each year from January through May, the opera puts on five productions, roughly one a month including rehearsals and four or five performances. The supers are needed for a variety of roles, which can include small speaking parts or action roles, such as soldiers on a firing squad, servants or combatants in a brawl.

In the Italian comic opera "Barber of Seville," Borntrager played a man servant who would grunt in response to an order, to the delight of the audience.

"I didn't have a speaking part so much as I had a grunting part," he said. "Those are the plum roles that come and go."

On a recent Friday night, Borntrager arrived at the San Diego Civic Theater more than an hour before the performance was started.



Bob Borntrager in the wings at the San Diego Civic Theater, as stagehands get ready for the evening's opera performance.

Backstage, dozens of people scurried about getting ready for the show, each assigned to his or her own task: stagehands readied the scenery and props for the first act, members of the chorus warmed up vocal chords in the basement and cast members donned their costumes and wigs and sat down before makeup artists. Orchestra members tuned up their instruments, and the show's stars, the principal singers and the orchestra conductor, prepared in their private dressing rooms.

The opera was "La Traviata," and Borntrager maintained a watchful eye on the cast entrance to make sure his eight supers arrived in time to don costumes and

makeup. Borntrager recalled one opening night when a super cancelled at the last minute. A replacement was called at 6:20 p.m. for a curtain that rose at 7 p.m.

When the man rushed in, Borntrager said, "We got him upstairs, stuffed him in a costume and got him on stage with three minutes to spare, and no one knew the difference."

County employees have a large presence on the opera's stage. Several current and former County employees were in "La Traviata," including Vincent Martin of Probation, and Joe De Stefano of DPLU, who were in the chorus, and retired County Counsel employee John Cochran, a super who dressed as a waiter.

Opera General Manager Ian Campbell said Borntrager makes sure the opera has

top-notch supers, which translates into a quality performance.

"Without a good super captain you don't get good supers, and without good supers, you get a high school production," said Campbell.

Borntrager said the opera is always looking for good supers, who must be reliable and able to take direction. "We can teach them anything else they need to know."

Anyone interested in volunteering as a super can call (619) 533-7097, and leave their name and phone number. The current opera season has ended, and the organization begins gearing up for 2005 opera season in the fall.

## NewsMakers NewsMakers

HHSA's Cal-Works Welfare-to-Work and Child Assessment Network-North initiatives were recognized by the Performance Institute for innovative management practices in their approach to performance-based contracting. Joan Zinser, deputy director, Strategy and Planning Division, and Nick Macchione, deputy director and regional manager, North County, accepted the awards. Both awards were presented at the City and County Innovations Summit, April 28-30. Summit presenters included Jack Pellegrino, director of Agency Contract Services, on performance-based contracting practices, and Dale Fleming, assistant deputy director, Strategy and Planning, on performance measurement of health and social services.

County News is published for the 17,000 employees of the County of San Diego.

#### Board of Supervisors

Greg Cox, District 1  
Dianne Jacob, District 2  
Pam Slater-Price, District 3  
Ron Roberts, District 4  
Bill Horn, District 5

#### Chief Administrative Officer

Walter F. Ekard

This information is available upon request in alternative formats for persons with disabilities.



#### EDITORIAL STAFF

Linda Miller, Editor

County News is available online at [www.sdcounty.ca.gov/dmpr](http://www.sdcounty.ca.gov/dmpr) (click on "Employee Newsletter") or via the County's Intranet at cww

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# COUNTY NEWS *Extra*

## Service Awards

Congratulations to County employees reaching the following milestones in June:

### 35 Years

Janet E. Neal (Superior Court)

### 30 Years

Edward L. Barth (Sheriff)  
Marilyn J. Holo (HHSA)  
Terry E. Jensen (District Attorney)  
Paul Kelly (HHSA)  
Douglas M. Miller (Sheriff)  
Benito C. Puente (Sheriff)  
William D. Southwell (Sheriff)  
Kathleen Der Sturdivant (Superior Court)  
Lynn S. Titillii (Child Support)  
Alan W. Truitt (Sheriff)  
Connie D. Via (Probation)  
Gary L. Williams (Sheriff)

### 25 Years

Elaine L. Adams (Probation)  
Ricky L. Arias (Sheriff)  
Linda L. Barnett (Sheriff)  
Robert E. Bishop (Sheriff)  
Miguel C. Blanco (Probation)  
Terry K. Brothers (Sheriff)  
Frances F. Calvert (HHSA)  
Edward A. Campos (HHSA)  
Lenora M. Chavez (Sheriff)  
Irma Clark (HHSA)  
Carol A. Colburn (Sheriff)  
Mark A. Cook (Sheriff)  
Alan B. Cutsinger (District Attorney)  
Lester E. Davis (Sheriff)  
Nancy J. Dennis (HHSA)  
Manuela C. Dimond-Smith (HHSA)  
Kathleen D. Fahey (Superior Court)  
Mary A. Garcia (District Attorney)

Robert A. Gullett (Child Support)  
Debbie M. Havens (HHSA)  
Toni D. Haynes (HHSA)  
Anna Louise Hirsch (Probation)  
Ronald L. Hobson (Sheriff)  
Jon W. Holmerud (Sheriff)  
Martha J. Huffman (Probation)  
Dawn P. Kay (Disaster Preparedness)  
Randall A. Kummer (Probation)  
Lynne Koch (HHSA)  
Robin L. Koop (DGS – Fac Mgmt ISF)  
Stephen B. Lafko (Assessor)  
David R. Lopez (Sheriff)  
Mark A. Manriquez (Sheriff)  
Rene S. Markley (Public Defender)  
Thomas O. McGuire (Sheriff)  
Michael Mercurio (Sheriff)  
Hugh A. Morgan (Sheriff)  
Patricia A. Murray (Superior Court)  
Sheena E. Myers (HHSA)  
Bryan A. Nazareth (HHSA)  
Stephen W. Nosal (Sheriff)  
Margaret M. Owens (Planning & Land Use)  
Vivian M. Pena (Sheriff)  
Patricia A. Pepper (HHSA)  
Polly E. Petersen (HHSA)  
Edwin H. Puett (Sheriff)  
Richard C. Rains (Sheriff)  
Paula J. Robinson (Sheriff)  
Paul E. Rose (Sheriff)  
Maria S. Sewell (Sheriff)  
James B. Sexton (Sheriff)  
Sharon R. Thomas (Superior Court)  
Randy D. Sherman (Sheriff)  
Gary E. Steadman (Sheriff)  
Eric D. Stubbs (Sheriff)

Kerry F. Vessels (DGS – Fac Mgmt ISF)  
Arthur B. Vidal (HHSA)  
J. Washington-Robertson (HHSA)  
David L. Weil (District Attorney)  
Myra G. Woodberry (District Attorney)  
Raymond E. Yurgelon (Sheriff)  
Rudy Zamora (Sheriff)

### 20 Years

Margo E. Bower (Probation)  
Lesley G. Bunnell (HHSA)  
Victoria Ann Burich (Probation)  
Sheri P. Butler (HHSA)  
Charles S. Campe (Sheriff)  
Velia Corral (District Attorney)  
Joseph C. Dean (Sheriff)  
Salvador F. Florendo (Sheriff)  
Kenneth L. Harrison (Sheriff)  
Gwendolyn S. Jones (HHSA)  
Lydia C. Jovenal (District Attorney)  
Peter A. Martinez (District Attorney)  
Kerry L. McNeill (Environmental Health)  
Lynette M. Mercado (Human Resources)  
Marian M. Modrak (Public Defender)  
Mark S. Palmer (Probation)  
Joann Jean Reichert (Library)  
Yolanda V. Rigonan (HHSA)  
Douglas R. Sanders (Sheriff)  
Veronica Wesolowski (Child Support)  
Robert V. White (HHSA)  
David A. Williams (District Attorney)  
Christopher A. Woodruff (HHSA)

County News Extra includes expanded information about and for County employees. If you have something you'd like considered, contact the newsletter editor at (619) 595-4641.

## Retirements

The San Diego County Employees Retirement Association reports the following employees recently retired:

Napoleon M. Aben (Health & Human Services Agency)	Tony C. Fant (Sheriff)
Elizabeth M. Anderson (Superior Court)	Nancy Ferguson (Superior Court)
Gloria C. Arre (Treasure-Tax Collector)	John D. Fletcher (Public Defender)
Joe M. Bailon (Health & Human Services Agency)	Ben Floridi (Health & Human Services Agency)
Linda L. Barnett (Sheriff)	Rosanne Frantz-Gaines (Health & Human Services Agency)
Albert R. Barret (District Attorney)	Frank A. Gabrian (Environmental Health)
Steve Benkosky (Health & Human Services Agency)	Janet Gaines (Animal Control)
Hugh P. Biddick (Sheriff)	Georgine B. Gandy (Sheriff)
Thomas C. Blaettler (Health & Human Services Agency)	Christine L. Garcia (Health & Human Services Agency)
Miguel C. Blanco (Probation Department)	Juanita T. Garcia (Health & Human Services Agency)
Renee U. Bonner (Probation Department)	Linda Y. Gilkey (Public Defender)
Louis E. Boyle (District Attorney)	Rafael Gonzalez (Health & Human Services Agency)
Brain S. Brewster (Superior Court)	Patricia A. Goodman (District Attorney)
Sandra L. Britt (Health & Human Services Agency)	Robert A. Gullett
Benjamin E. Brockman (Department Of Information Services)	David W. Hall (Sheriff)
Raymond M. Bruhmuller (Health & Human Services Agency)	Francis R. Hammes (District Attorney)
Karen J. Buller (Planning & Land Use)	Consuelo T. Hamud (Health & Human Services Agency)
James E. Bushway (District Attorney)	Susan D. Harner (Health & Human Services Agency)
Nancie B. Caddy (Sheriff)	Toni D. Haynes (Health & Human Services Agency)
Margaret E. Cameron (Probation)	James R. Hedgpeth (Superior Court)
Daniel O. Canfield (Sheriff)	William H. Heffernan (Health & Human Services Agency)
Lawrence W. Capobianco (Health & Human Services Agency)	Gloria H. Hinkley (Clerk Board/Supervisors)
Don J. Cappell (Assessor/Recorder/Cty Clk)	Leslie W. Hotchkiss, Jr. (Fleet Maintenance Support)
Merry B. Carson (Health & Human Services Agency)	Michael A. Howard (Health & Human Services Agency)
Samuel K. Cater (Sheriff)	Norma Howell (Health & Human Services Agency)
Isabella F. C. Cazares (Auditor & Controller)	Beverly A. Hudson (Sheriff)
Estelle E. Cellucci (Sheriff)	Linda P. Hughes (District Attorney)
Irma Clark (Health & Human Services Agency)	Alberto I. Ilagan (Sheriff)
Stephen R. Clark (Sheriff)	Sharon J. Iverson (Health & Human Services Agency)
Myrna N. Clemson	Doris J. Jaffe (District Attorney)
Danette L. Cody (A3400)	Richard J. Jenkins (Public Works Airport)
Julie Conrique (Sheriff)	Milivoj Jovanovich (Public Works)
Raul Contreras (Health & Human Services Agency)	Alvin R. Kathka
James A. Conway (Health & Human Services Agency)	Armon G. Kneeshaw (Sheriff)
Bernardo H. Cota (Public Works)	Kathryn E. Krug (County Counsel)
Michael E. Crosby (Public Works)	Felipe M. Laberinto (Sheriff)
Paul Damos (Environmental Health)	Edmund J. Labrado, Jr. (Health & Human Services Agency)
Donita Daugherty (Health & Human Services Agency)	Stephen B. Lafko (Assessor/Recorder/Cty Clk)
William J. Dayton (Health & Human Services Agency)	Alan L. Lamons (Sheriff)
William F. Deberg (Sheriff)	Jeffrey Landers (Parks & Recreation)
Jacqueline DeGuire (Treasure-Tax Collector)	James D. Lang (Environmental Health)
Chris N. Dela Cruz (Environmental Health)	N. J. Lawwill ((Health & Human Services Agency)
Claudia S. Dess (Library)	Loonan Lee (Public Works)
Reta J. Disilvestro (Probation Department)	Dorrie A. Leukhardt (District Attorney)
Clifford P. Dobrin (District Attorney)	Wanda S. Lewis (Probation Department)
Janice E. Doremus (Health & Human Services Agency)	Rupert A. Linley (Disrict Attorney)
John M. Drown (Sheriff)	Antonio S. Llagas (Health & Human Services Agency)
Charlotte J. Dunning (Health & Human Services Agency)	Fidel A. Lopez (Health & Human Services Agency)
Juanita H. Edwards (Probation Department)	Erin M. Lubo-Majel (Health & Human Services Agency)
Veronica J. Edwards (Health & Human Services Agency)	Joseph F. Luckinbill (Sheriff)
Bill K. Ellis (Health & Human Services Agency)	Michael D. Luikart (Facilities Management)
George W. Ellis (Sheriff)	Patricia E. Lux (Superior Court)
John F. Falconer (Sheriff)	Pilar Macahilig (Health & Human Services Agency)

Delores Mages (Health & Human Services Agency)  
 Vera Marez (Superior Court)  
 Jesse E. Marquez (Public Works)  
 Patricia A. Marshal (Health & Human Services Agency)  
 Pamela A. Martin (Health & Human Services Agency)  
 Bernadine L. Martinez (Municipal Ct-San Diego)  
 Epitacio V. Matsuda (Sheriff)  
 Leonardo L. Mayfield (Sheriff)  
 Margot Mcquown-Riehn  
 Dorothy L. McSwain (District Attorney)  
 Patricia A. Merriott (Health & Human Services Agency)  
 Billie J. Meshack (Probation Department)  
 Douglas M. Miller (Sheriff)  
 Darlene A. Mitchell (Superior Court)  
 Helen J. Mobius (Sheriff)  
 Parisianne M. Modert (Retirement)  
 Betty A. Morell (Health & Human Services Agency)  
 Felipe B. Munduate (Health & Human Services Agency)  
 Joann M. Neal (Auditor & Controller)  
 Nancy L. Nuanes (Treasure-Tax Collector)  
 Patricia A. Nye (Health & Human Services Agency)  
 Claudette A. O'Bryan (Health & Human Services Agency)  
 Russell R. Oliver (District Attorney)  
 Wendell Olson, Jr. (Probation Department)  
 Gary M. Page (Facilities Management)  
 Phyllis A. Parga (Health & Human Services Agency)  
 Paul R. Parris (Sheriff)  
 Helene D. Paskowitz (Health & Human Services Agency)  
 Carlos A. Perosio (Health & Human Services Agency)  
 Jeanine R. Peterman (Health & Human Services Agency)  
 Polly E. Petersen (Health & Human Services Agency)  
 Michael J. Pinnick (Public Works)  
 Nikola Pitesa (Facilities Management)  
 Robert J. Polansky (Probation)  
 Betty L. Price (Health & Human Services Agency)  
 John R. Quirk  
 Palmyra L. Raggio (Health & Human Services Agency)  
 Betty J. Ramirez (Sheriff)  
 Nancy D. Reed (Health & Human Services Agency)  
 Robert A. Romaine (Environmental Health)  
 Eleanor C. Romanko (Health & Human Services Agency)  
 Sandra E. Ross (Health & Human Services Agency)  
 Barbara E. Roth (District Attorney)  
 Nancy Rusk (Probation Department)  
 Martha D. Sallenbach (Health & Human Services Agency)  
 Anthony D. Samson (District Attorney)  
 Ronald H. Sandler (Health & Human Services Agency)  
 Carole A. Sanford (District Attorney)  
 William N. Sayasane (Health & Human Services Agency)  
 Jacqueline K. Serrano (Assessor/Recorder/Cty Clk)  
 Diann F. Shea (Health & Human Services Agency)  
 Jay C. Sheffield (Sheriff)  
 Leonard L. Snaveley (Public Works)  
 William D. Southwell (Sheriff)  
 Anita L. Speaker (Probation Department)  
 Robert B. Spivey (Sheriff)  
 Henrietta Steele

Vernetta R. Steverson (District Attorney)  
 Billie E. Strange (Sheriff)  
 Leman Strong (Health & Human Services Agency)  
 Margaret M. Talaro (Health & Human Services Agency)  
 Guy S. Tant (Sheriff)  
 Frank J. Toledo (Probation)  
 Timothy R. Thomas (Sheriff)  
 James F. Treece (Animal Control)  
 Shelia I. Trovaten (Community Service Group)  
 Donna M. Valdez (Superior Court)  
 Roscey Walford (Health & Human Services Agency)  
 Phyllis E. Warthen (Health & Human Services Agency)  
 Norman A. Welch (Facilities Management)  
 Kathryn R. Williams (Health & Human Services Agency)  
 James L. Wilterdink (Sheriff)  
 Wittmer Michael H. (Sheriff)  
 Albert L. Wright (Public Works)  
 Edward Ybarra (Parks & Recreation)

# [ Ver•ba•tim ] *extra*

**Don Hicks (General Services)** received praise for his work on a remodeling project in the Assessor's office.

"The project would not have been completed successfully if not for Mr. Hicks' organizational skills, as well as his ability to interact effectively with staff. Mr. Hicks was a pleasure to work with, and I look forward to future projects with him."

**Marisue Crystal (DEH)** was praised for the assistance she provided to a customer.

"I stopped in at the counter with an issue related to boring permits. Marisue went well beyond what was required to help. It was greatly appreciated."

**Karen Campbell (APCD)** was thanked for her assistance by an employee of another government agency.

"Thank you for a stellar job with issuing our 2005 permit renewals."

**Lenora Aguayo (HHSA)** was thanked by a woman she assisted.

"I'm writing these lines to show my gratitude for all the help you gave me with my husband's medical (issues), for your good heart and your willingness to help your fellow men."

**Frans Leppanen and Jeremy Williams (Library)** were thanked for helping a mother and daughter with a school research project.

"Please let the branch manager know what a great staff you have working there!"

**Ventura Rivera (Probation)** was commended by an employee of the Department of Public Works for his punctuality, knowledge, professional and courteous manner in every aspect of his profession.

"I have worked with Mr. Rivera on numerous occasions and the manner in which he has performed his duties was a credit to the Probation Department."

**Marilyn Flores (Auditor and Controller)** received kudos from an outside government agency.

"Ms. Flores was very courteous and helpful in assisting me with information I needed to compile a budget. She returned her phone calls as promised and if she did not know an answer to any of my questions, she researched them and relayed the correct information back to me in a timely manner."

**Staff at the South Animal Shelter** was thanked for their thoughtful assistance when a family brought in their dog to be euthanized.

"Thank you for the kindness you showed me and my family. I was assured that (my dog) would not suffer and that she would just go to sleep. Thank you for making a very difficult decision less heartbreaking."

**Central Region Public Health Clinic staff (Ed Aycox, Jenni Reynolds, Elida Chavez, Luba Dunaev, Josie Dar and Alan Mares)** were thanked by a satisfied client.

"Thank you so much for your efficiency and polite customer service."

**Larry Berggren (Assessor-Recorder-Clerk)** was thanked by a manager with another department for his top-notch service.

"The excellent turnaround time would not have been possible without the expert and timely assistance of Larry Berggren of your staff."

## In Memoriam

Mildred L. Betteridge (Board of Supervisors, 1960)	3/04
Edward D. Burk (Probation, 1989)	4/04
Theo D. Hobrecht (Health Services, 1973)	4/04
Mary A. Hoskins (Library, 1990)	3/04
Claire M. LaChance (Revenue & Recovery, 1990)	3/04
Marian B. Leonard (Assessor, 1976)	1/04
William F. Loerke (Personnel, 1977)	4/04
Arona I. Maluia (Sheriff, 2003)	2/04
Amos L. Merinar (Parks & Recreation, 1984)	4/04
Michael Morrissey (Probation, 1992)	3/04

Richard C. Noonan (Probation, 1977)	3/04
Patricia B. O'Brien (Sheriff, 1996)	1/04
Alton L. Paul (Public Works, 1971)	3/04
Larry P. Picolorich (Social Services, 2002)	4/04
Helen V. Shirley (Auditor & Controller, 1990)	2/04
Carey W. Stevenson (Public Works, 1993)	3/04
Norman A. Striffler (Parks & Recreation, 1978)	4/04
Flossie M. Wilkes (Welfare, 1974)	4/04
Billy W. Wood (Municipal Court, 1985)	4/04

"Our thoughts and prayers are with the families and friends of active County Employees Rosamaria A. Malton, Health & Human Services (2/04), Joe J. Rodriguez, Fleet Maintenance (4/04) and Wendy Schulhof, Health & Human Services (4/04)."

## Volunteers Make A Big Difference



*Shovon Burton of Media and Public Relations is working with students at Lemon Grove Middle School to provide them with information on topics vital to their future success.*

Last month, Shovon Burton provided 250 resource directories to students and parents that she put together during nights and weekends.

These directories include information on how to obtain a work permit, other local employment agencies, counseling, park and recreation activities, free health screening for infants, children and teenagers, and a whole lot more. Shovon has also established a nonprofit organization called Youth Transformation that provides an opportunity for at-risk youth and young adults to participate in a variety of different art projects.